

SECTION 1**MULTIPLE CHOICE QUESTIONS****(20 MARKS)**

Choose the correct answer to each of the questions 1 to 20 by writing the letter A, B, C or D in the blank spaces provided in the EXAMINATION ANSWER BOOKLET.

QUESTION 1

Communication in the workplace involves;

- A. Effective communication skills amongst employees.
- B. Conforming to the hierarchy prescribed by the organization.
- C. Building and keeping the organizational network moving towards set outcomes.
- D. Interpersonal communication between colleagues, superiors and subordinates and vice versa.

QUESTION 2

A document issued by the top-level management, which consists of a set of principles, designed to guide the members of the organization to carry out business honestly and with integrity.

- A. Code of Practice.
- B. Code of Vision.
- C. Code of Ethics.
- D. Code of Conduct.

QUESTION 3

Which of the alternatives given is not the duty of a Minute-Taker in a meeting?

- A. Write the meeting minutes promptly.
- B. Control discussions in the meeting.
- C. Plan the meeting.
- D. Time all items of discussion.

QUESTION 4

There are individuals that form a group. Agriculture Staff & Students Association of Unitech comes under which group?

- A. Ethnic group.
- B. Professional group.
- C. Fellowship group.
- D. Career group.

QUESTION 5

What is important in team-building?

- A. Effective listening.
- B. Respecting one another.
- C. Effective communication.
- D. Responding appropriately.

QUESTION 6

Which alternative contains the four main items in the heading segment of a memo?

- A. Date, time, caller's number and name.
- B. Name and job title of receiver of message, name and job title of sender of message, date when memo was written and what the memo is about.
- C. Message, name and job title of sender of message, date message is sent, and what the memo is about.
- D. Date and time, action to be taken, name and job title of receiver of message and sender's name.

QUESTION 7

No matter how big or small the company is, ethical behavior is important in the workplace.

Which of the following is not true about ethical behaviour?

- A. Promote positive personal and interpersonal behaviours.
- B. Uphold fundamental responsibilities and accountabilities.
- C. Continuously improve and enhance upon excellence and professionalism.
- D. Promote self-preservation and nepotism.

QUESTION 8

You are the secretary of the company and are responsible for receiving incoming telephone calls.

Which of the following is the best order of conversation with the client?

- A. Introduce your name, ask for his/her name and begin with the conversation.
- B. Ask who is calling you, organization he/she is calling from and begin the conversation.
- C. Greet the caller, introduce your name, the organization's name and begin the conversation.
- D. Greet the caller, ask for his/her name, the organization he/she is calling from and then begin the conversation.

QUESTION 9

Which of the following is a characteristic of a psychological communication theory framework?

- A. Sharing of thoughts and feelings with others.
- B. Individual interpretation of same information.
- C. Transfer of information from the sender to the receiver.
- D. Means used to establish one's power and authority among other individuals.

QUESTION 10

Good communication is governed by rules. Which list contains a rule that governs good communication?

- A. Match your medium to your message with less care.
- B. Good communicators make good workers in the workplace.
- C. Encourage organizations to improve all types of communication.
- D. Be clear in your own mind about what you want to communicate.

QUESTION 11

Which of the alternatives below contains the definition of a solicited letter?

- A. A letter written in relation to an advertised position.
- B. A letter providing proof of the receipts of specific documents and requests.
- C. A document from a person of power authorizing someone to do something.
- D. A cover letter accompanied with a letter of purchase order requesting to buy some items.

QUESTION 12

What are the details that need to be taken note of when talking about future transactions over the telephone?

- A. Name, address and phone number.
- B. Company's name, address and phone numbers.
- C. Caller's name, main message and phone number.
- D. Main message, name of the company and number.

QUESTION 13

The 'motion' in a formal meeting refers to:

- A. The waving of decisions in the meeting.
- B. Each formal moving of decisions at a meeting.
- C. Each formal minute for discussion at a meeting.
- D. Each formal proposal for discussion at a meeting.

QUESTION 14

Which list contains the phrase that completes the sentence below?

The workplace is guided by _____ that each employee has moral (legal) obligations to it.

- A. Ethical values.
- B. Ethical standards.
- C. Professional behaviors.
- D. Expected sets of conduct.

QUESTION 15

What letter will you be sending if you were to send a letter to a potential employer that may be hiring but have not listed a specific job opening to apply for.

- A. Solicited letter.
- B. Transmittal letter.
- C. Prospective letter.
- D. Authorization letter.

QUESTION 16

In a meeting, any statement that is made to the other members should be preceded by the words:

- A. Mr, madam, sir, or chairperson.
- B. Chair, lady, gentlemen or madam.
- C. Chairlady, chairman, chair or mrs
- D. Mr, sir, dear, madam or chairlady.

QUESTION 17

Which of the following descriptions reflects an autocratic leadership style?

- A. Having the ability to work and manage and work under different cultural environments.
- B. Having the ability to lead groups which are highly skilled and also obligated to good outcomes.
- C. Having to remain uninvolved and let the sub-ordinated do their work on their own.
- D. Having to hold all authority and responsibility in the workplace.

QUESTION 18

Which of the following is not a characteristic of grapevine communication?

- A. The Grapevine carries partial information at times.
- B. The Grapevine is not reliable as it is more based on rumors.
- C. The Grapevine is not trustworthy always as it does not follow official path of communication.
- D. The Grapevine carries information rapidly and its feedback is obtained quickly.

QUESTION 19

A field report is the account describing the _____ of people, place and/or events and to _____ that observation data in order to identify and categorize common themes in relation to the research problem underpinning a study or given situation.

Which two words in the alternatives best fill the blanks in this description of a field report?

- A. observation, analyze
- B. observation, categorize
- C. analyze, produce
- D. analysis, observe

QUESTION 20

During the negotiation process in solving conflicts, which of the following should be avoided?

- A. Use the most effective language of communication
- B. Listen well during the discussion
- C. Use open body language
- D. Inform the bereaved that the process is on record.

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SECTION 2 TRUE OR FALSE STATEMENTS (10 MARKS)

Write ‘T’ for True or ‘F’ for False in the blank spaces provided in the EXAMINATION ANSWER BOOKLET.

QUESTION 21

1. All living things on the planet communicate.
2. Symbolic gestures are not a method of communication.
3. The Mechanistic Communication Theory Framework is the transfer of information from the sender to the receiver.
4. Salutation is excluded in a formal letter.
5. Your marital status is not necessarily important and should be excluded from your CV when applying for a job.

- 6. Good listening skills are essential in telephone communication.
 - 7. A justification report is similar to a progressive report.
 - 8. The forming stage in team development is like orientation day at college or a new job.
 - 9. A solicited letter is one that you are invited to write.
 - 10. A 'team' and a 'group' have the same definition.
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SECTION 3 CLOZE PASSAGE (10 MARKS)

QUESTION 22

**Read carefully the passage below titled 'Agricultural Hazards and Exposures'.
Fill in each blank space with a correct word of your choice to complete the passage. You may use a word more than once for each blank. Write your answers in the blank spaces provided on the EXAMINATION ANSWER BOOKLET.**

Agricultural Hazards and Exposures.

All pesticides have some level of _____. If you work with pesticides like _____ and insecticides, or cleaning products _____ antimicrobials on a regular basis, your _____ is greater because your _____ is greater. Even though some _____ may not make you sick on a daily basis, long-term (chronic) _____ to certain pesticides may increase your risk of _____ health effects. Therefore, it is important to take steps to reduce your risk by _____ your exposure _____ all the pesticides you work with.

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SECTION 4 MATCHING OF CONCEPTS AND DEFINITIONS

(10 MARKS)

QUESTION 23

Match the concepts in Part A with the definitions in Part B. Write the letter that corresponds to the correct answer in the blank spaces provided on the EXAMINATION ANSWER BOOKLET.

PART A

- | | | | |
|-----------------|---------------------|-----------------------|---------------------|
| A. Written word | D. Business reports | G. The motion | K. Curriculum Vitae |
| B. Channel | E. Resume | H. Investigation | L. Value |
| C. Memorandum | F. Cohesion | I. Task-Related Roles | |
| | | J. Ethics | |

PART B

1. The way message is transmitted.
2. Each formal proposal for discussion at a meeting.
3. Expressing ideas, thoughts and feelings through printed word.
4. Is concerned with distinguishing between good and evil in the world, between right & wrong.
5. An internal means of communication that is less formal than a letter and does not include an inside address, greetings, complimentary close & full signature.
6. Deals with functions that take place in a team that include briefing others, explaining, instructing or reporting and evaluating others' performances.
7. Are produced to assist the organizations to make decisions that are factual, acceptable, reliable, fair and justifiable.
8. This is the period when the individuals begin to work well together as part of one unit or team.
9. A synopsis of the most relevant professional experiences you have for the particular job for which you are applying.
10. A stage in the conflict resolution process that involves gathering of the necessary information about the conflict that focuses on the problem, participants, past, pressures and projections of the conflict.

SECTION 5: SHORT ANSWERS

(20 MARKS)

QUESTION 24

(6 marks)

Write definitions to the concepts given below in only *'one sentence'*. Write your answers on the blank spaces provided on EXAMINATION ANSWER BOOKLET (2 marks each).

1. Justification Report.
2. Curriculum Vitae
3. Transmittal Memo.

QUESTION 25

(4 marks)

There are five stages of team development. The first stage is the forming stage. Name the other four stages in the correct sequence.

QUESTION 26

(3 marks)

List three examples of group communication.

QUESTION 27

(2 marks)

Define what closed-group communication is and state one disadvantage of using it.

QUESTION 28

(2 marks)

What is the difference between a group and a team?

QUESTION 29

(3 marks)

Some key interpersonal concerns in team building are self-confidence, relationship management, and receptiveness to feedback. Name three more concerns.

Read the two scenarios below and answer the questions that follow. Write your answer in the blank spaces provided in the EXAMINATION ANSWER BOOKLET.

QUESTION 30

(15 marks)

Scenario 1: Interview

Imagine, you a member of the Greenpeace PNG and have been shortlisted for an interview with the Environmental Monitoring Section at the Hidden Valley Gold Mine. You are a graduate mining engineer and have applied for the position of Chief Scientist – Environmental Monitoring at Hidden Valley. You understand that MMJV has its main goal as a profit-making organization and your training as a mining engineer would be an asset to the company’s operations. During the interview, you were asked to respond to this interview question ‘Greenpeace advocates heavily against environmental damage. How then would you want to work with a company such as MMJV who may possibly advocate against the work of Greenpeace PNG?’ **Write your response in a paragraph in no more than five sentences.**

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QUESTION 31

(15 Marks)

Scenario 2: Team Building

You have been placed in charge of a group of people who you have been informed are very keen on learning the art of taekwondo. You possess a black belt in the art itself and have found out that a few of the people have a little experience in the art; two people, a male and a female possess yellow belts, and the rest are beginners. You also were informed that the group easily gets distracted, treat each other with suspicion and envy, and have taken much longer to learn the basic skills of the art than the other groups. Several instructors like you have come and gone, frustrated with the group, and never really got off the ground in training them. As a person determined to make a difference, you have taken on the challenge. **Describe the approach you would take in a paragraph in no more than five sentences.**

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END OF EXAMINATION